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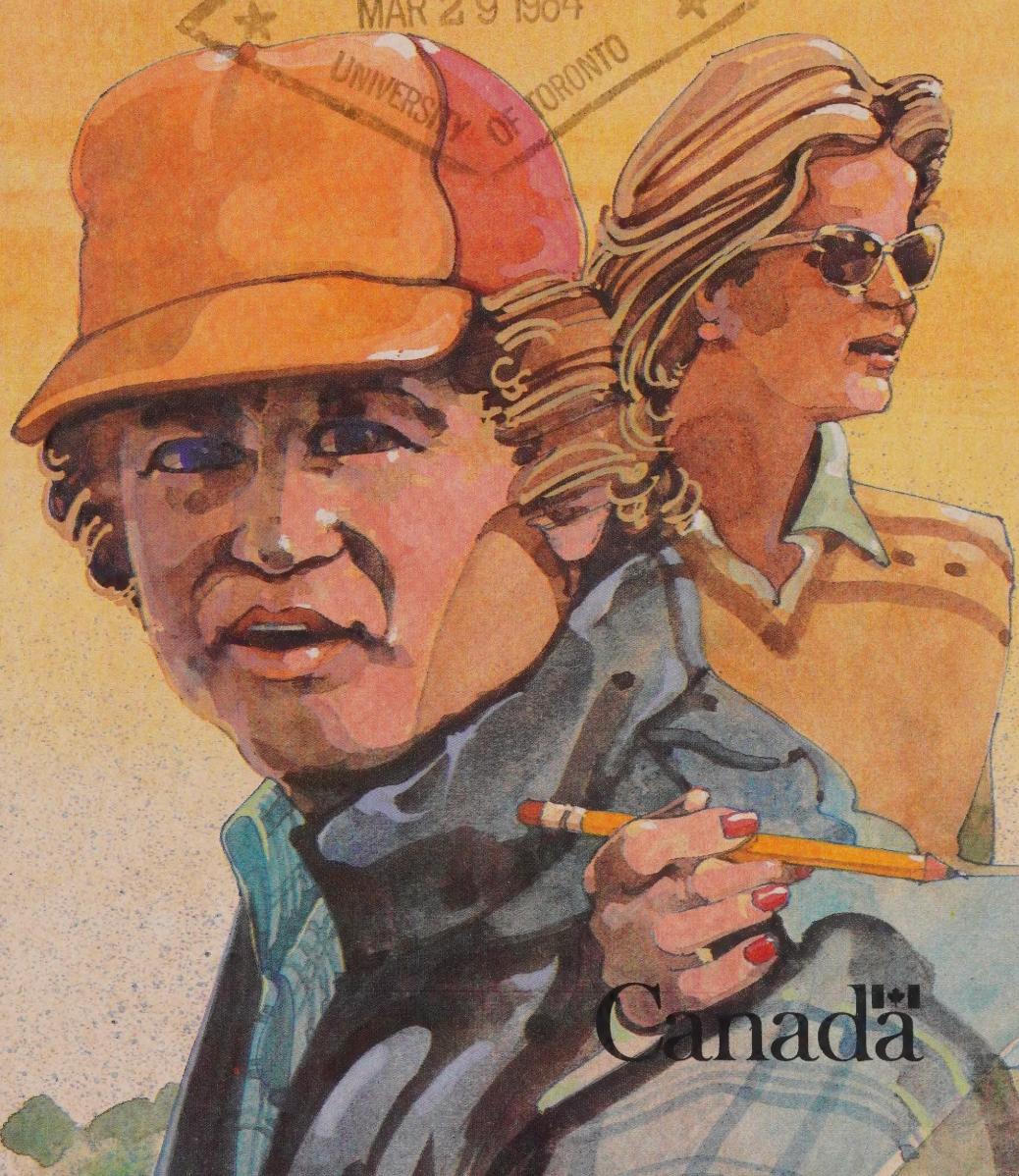
The Government of Canada and the working person

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The Government of Canada

and

the working person

The Government of Canada offers a wide variety of programs designed to serve all citizens. This booklet describes those intended especially for Canadians at work.

This is one of a series of booklets on federal programs and services. To obtain others in the series, please refer to the listing and order form at the back of this publication.

Note: This publication is also available in French

Note: Cette brochure est également disponible en français

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The working person

Employment is a fact of life for most Canadians, and preparing for a career is necessary to obtain satisfying employment. The Government of Canada has initiated programs to improve working conditions, to assist in retraining and finding jobs, and in creating new jobs. In addition, pension and insurance plans provide assistance during periods of unemployment and in retirement.

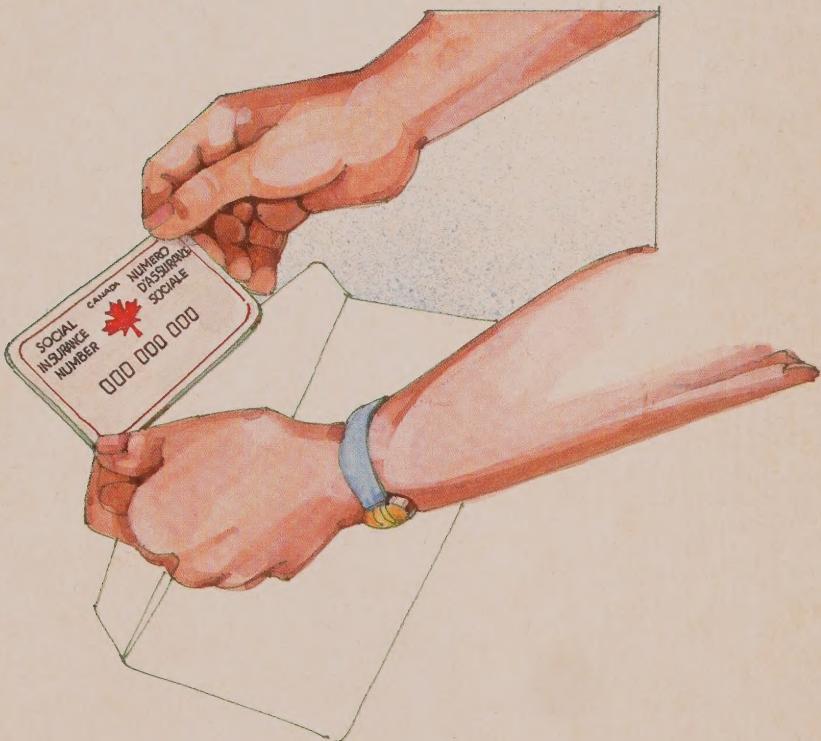
Many of the major programs are outlined in the following pages, but since this brochure is not exhaustive, and since programs are altered from time to time, you may wish to consult the appropriate departments or agencies for more detailed information.

What to do first

The social insurance number

Your first step should be to obtain a social insurance number (SIN). By law you must have a social insurance number to work, and an employer cannot hire you until you have one.

SIN identifies you for the purpose of administering government services, such as income support programs, income tax and Family Allowances. It is essential for recording your contributions to various programs such as the Canada or Quebec Pension Plan and Unemployment Insurance.



Your SIN can be obtained from your local **Canada Employment Centre (CEC)**. Before you can get a SIN, your identity and citizenship status must be clearly established. When you go to the office, bring some identification with you, and ask for an application kit. An officer will verify your identification and you will receive your card in the mail. If you are unable to apply in person, you may apply by mail. Application forms are available by writing or phoning any local CEC. Ask for a SIN mail application kit.

CECs are administered by the **Canada Employment and Immigration Commission**. (Please note that, what were formerly known as Canada Manpower Centres and Unemployment Insurance Offices, have been combined and are now known as Canada Employment Centres.)

Remember that you are not obliged to disclose your social insurance number to anyone, except in cases where employers need it when they hire you, or to banks if you want to cash bonds. As with any other personal information, give your SIN only for reasons you think proper.

When you are looking for a job

Where to start

If you are having trouble finding a job, you could start with a visit to your nearest Canada Employment Centre. CECs offer various services and programs that can help you in your job search.

There are more than 450 CECs across Canada. Some are located on university and community college campuses to help students find full and part-time jobs. As well, special **Student Employment Centres** are open from April to September to help students find summer jobs.

When you go to a CEC, ask for the **Job Information Centre (JIC)**. Here you will find listings of the available jobs, both full-time and part-time, describing the necessary qualifications, the duties, location and starting salary of each position. Job vacancies change daily, so check the JIC as often as possible.

Consider a variety of jobs, and if one interests you an interview can be arranged with the prospective employer.

In several of Canada's largest metropolitan centres, CECs can also provide immediate city-wide job information through the computerized Metropolitan Order Processing System (MOPS).

There is also a **National Job Bank** that links together CECs from coast to coast through a telephone-computer combination.

If the listings don't show any jobs for you, the next step is to fill out a registration form, which will give your counsellor the essential information needed to help you find a job. The counsellor can offer you assistance through testing and counselling, or by recommending you take the **Creative Job Search Technique** course.

If you are not sure what kind of work you want to do, you should see a CEC counsellor. This person can help you look at your talents and how they can best be used in the work world. CECs have information on thousands of occupations and the education and training you need to do the job. Ask for the **Careers Canada** and **Careers Provinces** publications. This series provides up-to-date information on nearly 700 occupations.

In some CECs the **Choices** computer is available to help you decide what career paths you could follow.

While the CEC is doing everything it can to help you find a job, don't hesitate to follow your own leads as well. You might want to consider newspaper advertisements, private employment agencies and writing letters to potential employers. Many jobs are not advertised, and every day new ones are created through transfers, promotions, retirement or other reasons.

Still having problems?

When jobs are not readily available, there are other ways in which you can get help from a CEC. If your skills are needed in another part of the country, and if you are willing to relocate, you might qualify for financial assistance through the **Canada Manpower Mobility Program**. First of all, though, you must be registered to work with your local CEC.

If your particular job skills are not in demand, you may be eligible for training under the **National Training Program (NTP)** to help you upgrade your present skills or acquire new skills. The amount of training allowances paid depends on individual circumstances. If you qualify for Unemployment Insurance benefits, and your UI rate is higher than the training allowance, then you will be paid from UI.

To qualify for training you must have been out of school for at least 12 months since you became an adult. Exceptions are made if there is a need for workers in certain occupations. You must file for UI if eligible.

There are several types of training available as part of NTP. For example, **Occupational Skill Training** can prepare you for a new job or improve your skills for your present occupation. **Job Readiness Training** can help you learn the basic skills necessary to find and hold a suitable job. **Apprenticeship Training** allows the trainee to work under the direction of a qualified tradesperson. The **National Industrial Training Program** pays employers part of the training costs and wages for employees who need specialized training.

If you need more education so you can qualify for a skill training course, there is a way to do it. The training covers grades 7 to 12 and is geared to the skills you want to learn. Ask a CEC counsellor about **Basic Training for Skill Development**.

Specialized Youth Units (SYUs) are a new approach to helping young people become employed. They are designed to help youth between the ages of 15 and 19 who have real problems finding a job. They provide specialized counselling and referral services. SYUs are now open in Halifax, Saint John, Charlottetown, St. John's, Montreal, Scarborough, Winnipeg, Saskatoon, Edmonton and Vancouver.

Language training courses may be arranged by employment counsellors for immigrants and migrant Canadians who are prevented from obtaining suitable employment by their lack of fluency in one of the official languages.

It is now possible for people receiving Unemployment Insurance benefits to take full-time language training if they must become bilingual to get a job. Anyone taking advantage of this training will continue to draw UI benefits, but they are responsible for paying their own tuition fees.

Training of women in non-traditional jobs

To help women enter occupations traditionally dominated by men, employers are reimbursed 75 per cent of

the wages paid, up to a maximum of \$250 per week, while they are being trained for non-traditional jobs.

Women can take advantage of pre-trades training courses, which provide the opportunity to choose from a wide variety of trades.

The public service

The Government of Canada is another potential employer, and applicants are recruited through the **Public Service Commission (PSC)**.

The commission ensures that hiring is done without discrimination on grounds of sex, colour, religion, race, national origin, marital status or age. The commission is also committed to the principle of equal opportunity in employment and has established equal opportunity programs for women, native people and handicapped persons.

In Nova Scotia there is an equal opportunity program for black people. There are co-ordinators of Services to Handicapped Persons, of the Native Employment Program and of Equal Opportunity for Women at all PSC regional offices.

For more information on the kinds of jobs for which the PSC recruits, check with the nearest PSC regional office. Applicants interested in clerical, secretarial or general labour jobs should apply through their nearest Canada Employment Centre. For university and community college students, the PSC conducts on-campus recruiting activities and information is made available through the placement offices on campus.

There are staffing offices of the Public Service Commission in 14 Canadian cities—St. John's, Charlottetown, Halifax, Moncton, Quebec, Montreal, Ottawa, Toronto, Winnipeg, Regina, Edmonton, Yellowknife, Vancouver and Whitehorse. Consult your telephone directory under Government Services, or write to:

Public Service Commission of Canada
L'Esplanade Laurier
Ottawa, Canada
K1A 0M7

Canadian Forces

The **Canadian Armed Forces** handles its own recruiting of personnel in more than 100 different trades and skills. Recruiting offices are located in 37 centres across Canada, or you can write to:

Director
Recruiting and Selection
National Defence Headquarters
Ottawa, Canada
K1A 0K2

Developing new skills

Canadian employers encountering a shortage of highly-skilled workers are encouraged to develop and expand their training efforts through the **Critical Trade Skills Training (CTST)** program. Under CTST, federal financial support can be provided for half the total training time, to a maximum of two years. Employers participating in CTST could receive up to \$23,000 per trainee in reimbursements for training costs.

Creating jobs

When economic conditions are such that employers are hesitant about expanding their businesses, the federal government introduces incentives and programs designed to encourage potential employers to create jobs and thus reduce the number of unemployed.

Indirectly, the federal government helps create jobs through the programs of the **Department of Regional Industrial Expansion (DRIE)**. Grants are given to indus-



tries located in designated areas of the country, on the basis of economic conditions and the number of jobs being created.

Other programs designed to generate employment are administered by the Canada Employment and Immigration Commission (CEIC).

Many of these programs have been consolidated under four main heads, each with a specific objective.

The **Canada Works** program, designed to create jobs during an economic slump, encourages businesses, organizations, local government, federal departments and agencies to create work programs ranging from six to 52 weeks. Those who benefit are people who have been unemployed for at least eight weeks, and full-time students.

The **Local Employment Assistance and Development Program (LEAD)** provides funds to organizations in areas with high unemployment to help develop businesses that will create permanent jobs. A person registered at their local CEC office is eligible for employment under a LEAD project.

The **Job Corps** program offers a combination of short-term work experience and counselling, designed to prepare you for a permanent job. This program puts special emphasis on youth, but also benefits those who have major problems finding a job because they lack education, training and work experience.

The **Career Access** program subsidizes employers to give you on-the-job experience. It also provides summer internships to give students work experience related to their field of study.

Summer Canada is a component of the Canada Works and Career-Access program. It encourages business, organizations, local government, federal departments and agencies to create short-term jobs for students.

The **Outreach Program** funds projects that extend employment services to remote communities, and to people with difficulty finding and keeping jobs. Outreach

projects are developed in conjunction with local community groups, which sponsor the projects. Outreach programs for youth have also been established across the country.

While you're working

While you're working, the Canadian government is looking after your interests. **Labour Canada**, for example, administers the **Canada Labour Code**, which regulates labour relations and working conditions in industries under federal jurisdiction, such as banks, inter-provincial and international communications and transportation, broadcasting and certain crown corporations. Across Canada, labour officials assist in the collective bargaining process by providing mediation and conciliation services. Health and safety officers carry out inspections to protect the health and well-being of employees working in those industries under federal jurisdiction.

Although the department's jurisdiction is limited, its influence is not. The programs and research of Labour Canada influence developments and improvements in human rights, safety, health, and labour relations for all working Canadians.

In the area of labour relations, for example, funding is provided to central labour organizations and independent labour unions to conduct labour education programs. Bursaries are offered to individual union members to develop their leadership potential.

Labour Canada also offers a wide range of informational and educational services available to all Canadians, and publishes statistics and studies on virtually all aspects of working life. There are regional offices of Labour Canada in 22 Canadian cities—St. John's, Halifax, Sydney, Fredericton, Moncton, Quebec City, Montreal, Ottawa, Willowdale, London, Sudbury, Thunder Bay, Winnipeg, Regina, Saskatoon, Edmonton, Calgary, Lethbridge, Vancouver, Prince George, Kelowna and White horse.

Consult your telephone directory under Government Services, or write to:

Communications Directorate
Labour Canada
Ottawa, Canada
K1A 0J2

Work safety

The Canadian Centre for Occupational Health and Safety (CCOHS) was created by the Parliament of Canada in 1978 to promote the right of Canadians to a healthy and safe working environment.

The centre is carrying out this mandate by providing a free service of information and advice in occupational health and safety. Essentially, this service aims to support the right of people to know about job hazards. The inquiry service is confidential, available in both official languages and accessible by mail, telephone, telex or in person.

Recent developments in automated information handling and communications are being used to build CCOHS' information service. Eventually information will be available in all parts of Canada from a network of terminals, each connected to a central computer. At present information requests are being handled mainly from Hamilton.

To place an inquiry or to request copies of CCOHS publications, write to:

Inquiries Office
Canadian Centre for Occupational Health and Safety
250 Main Street East
Hamilton, Ontario
L8N 1H6
Tel: (416) 523-2981

If you lose a job or can't work

Following the tragic unemployment of the Depression years, Canada's federal and provincial leaders agreed on the need for a national program to protect citizens from sudden loss of income. That's why, today, most Canadians are covered by **Unemployment Insurance**. This is a



program to which employers and employees and the Government of Canada contribute.

So, if you are unemployed or unable to work, and if you have worked the necessary number of weeks, you can begin to collect Unemployment Insurance benefits.

To receive regular UI payments, you must be actively looking for work. You may then receive benefits for up to 50 weeks, depending on how long you have been working. If you live in an area of high unemployment, you could receive benefits for a longer period, since jobs would be harder to find.

The first step is to visit the nearest Canada Employment Centre, where an officer can answer questions and provide you with the proper forms to complete. The normal waiting period before benefits can begin is two weeks. But if you quit your job without a valid reason, or are dismissed for misconduct, you could have to wait up to six additional weeks.

Those unable to work due to illness or pregnancy are also eligible for UI benefits.

If you don't agree with a decision concerning your UI claim, you have a right to appeal. You must file your appeal within 30 days of receiving notice of the decision. There will be a hearing, if you ask for it, before a board of referees. You can attend the hearing and be represented by your union, employee association, or anyone else you select.

When you're ready to retire

The Canadian government also provides programs for those who have retired. There is a special UI benefit available at age 65, which you may apply for. Details are included in the pamphlet, *UI and you: when you reach 65*, which is available along with applications forms from all Canada Employment Centres.

Health and Welfare Canada pays the Old Age Security pension to all people who meet residence and age requirements. For more information, consult your telephone directory under Government Services, and contact your regional Health and Welfare office.

If you have made the necessary contributions to the **Canada Pension Plan (CPP)**, or, in Quebec, the Quebec Pension Plan, you can start receiving benefits when you reach age 65. However, make sure you apply at least six months before your 65th birthday. If you continue to work, you can continue to contribute to CPP until you are 70. Or, you can continue working after 65, but stop contributing, and begin collecting pension benefits.

In some circumstances, you don't have to reach age 65 to benefit from the Canada Pension Plan. If you become disabled, you can get a benefit for yourself and your dependants until you recover. If someone contributing to CPP dies, his or her spouse can get a pension and children are paid benefits until they reach age 18 or up to the age of 25 if they continue to attend school or university full time. The pension and benefits paid by CPP are adjusted annually to reflect increases in the consumer price index.

Of course, to be eligible for pension and benefits from CPP, you must have contributed for specific periods. The rules are different for each kind of benefit or pension.

The amount of the Old Age Security pension is adjusted four times a year according to fluctuations in the cost of living. As of October 1983, the Old Age Security pension was \$260.52 per month.

If you qualify for the Old Age Security pension and have lived in Canada for 20 years after the age of 18, you can receive the pension even if you're no longer living in Canada.

Pensioners who have no income other than the Old Age Security pension, or only a very limited income, may qualify for the monthly Guaranteed Income Supplement.

For more information on the Old Age Security pension, or the Canada Pension Plan, you should consult your telephone directory under Government Services for your nearest Health and Welfare office.

If you are approaching retirement age and would like to have more detailed information on how to take advantage of the various Government of Canada programs and services available, there is a booklet entitled *The Government of Canada and the senior citizen*. Copies may be obtained by writing to:

Publications Canada
P.O. Box 1986
Station B
Ottawa, Canada
K1P 6G6

For further information

Should you wish to obtain more detailed information on any of the programs and services described, you can consult with the appropriate Government of Canada agency. Limited space prevents the listing of office addresses in this brochure, so it is suggested that you check your local telephone directory under the general heading **Government of Canada** for the location of the nearest Canada Employment Centre, Unemployment Insurance office, Labour Canada or Public Service Commission office.


The following publications describing federal programs and services are available free of charge. Should you wish to receive any or all of these publications please complete the order form.

- 300-E The Government of Canada at your service
- 301-E The Government of Canada and the working person
- 302-E The Government of Canada and the consumer
- 303-E The Government of Canada and world affairs
- 304-E The Government of Canada and the small business

- 305-E The Government of Canada and the senior citizen youth
- 308-E The Government of Canada and agriculture
- 309-E The Government of Canada and women
- 310-E The Government of Canada and the construction industry
- 321-E The Government of Canada and

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Mail this coupon to the appropriate address in the province in which you live. See the inside back cover for addresses.

(Voir au verso pour les commandes en français.)

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Les publications suivantes sur les programmes et les services offerts par le gouvernement fédéral sont disponibles gratuitement. Pour les obtenir, il vous suffit de remplir le bulletin de commande.

- 300-F Le gouvernement du Canada à votre service
- 301-F Le gouvernement du Canada et le travailleur
- 302-F Le gouvernement du Canada et le consommateur
- 303-F Le gouvernement du Canada et les relations internationales
- 304-F Le gouvernement du Canada et les petites entreprises
- 305-F Le gouvernement du Canada et le troisième âge
- 308-F Le gouvernement du Canada et la jeunesse
- 309-F Le gouvernement du Canada et l'agriculture
- 310-F Le gouvernement du Canada et la femme
- 321-F Le gouvernement du Canada et l'industrie de la construction

Si vous désirez recevoir plus d'un exemplaire, prière d'en indiquer la raison dans une courte lettre.

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NEWFOUNDLAND

Publications Canada
P.O. Box 12066
Postal Station A
St. John's, Nfld.
A1B 3T5

PRINCE EDWARD ISLAND

Publications Canada
P.O. Box 17000
Charlottetown, P.E.I.
C1A 8S7

NOVA SCOTIA

Publications Canada
P.O. Box 9308
Postal Station A
Halifax, N.S.
B3K 5N5

NEW BRUNSWICK

Publications Canada
P.O. Box 1981
Postal Station A
Fredericton, N.B.
E3B 5G4

QUEBEC

Publications Canada
C.P. 430
Succursale de Lorimier
Montréal (Québec)
H2H 2N7

ONTARIO

Publications Canada
P.O. Box 1986
Postal Station B
Ottawa, Ontario
K1P 6G6

MANITOBA

Publications Canada
P.O. Box 368
Winnipeg, Manitoba
R3C 2H6

SASKATCHEWAN

Publications Canada
P.O. Box 4554
Regina, Saskatchewan
S4P 3Y3

ALBERTA

Publications Canada
P.O. Box 1990
Edmonton, Alberta
T5J 2P3

BRITISH COLUMBIA

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